

eFriend - NSW Recovery Services Directory

This directory lists services that operate in NSW only

Please see our *National Recovery Services Directory* for more providers that operate nationwide (including NSW)

Finding Services

eFriend is a National service for Australians 18+. eFriend Peers cannot refer you to specific providers, but we can talk you through the process of seeking out services if that is something you'd like support with.

Ask Your Primary Health Network

Free mental health services (including visa holders)

If you ever find yourself in need of FREE support and don't know where to go, you can contact your Primary Health Network (PHN).

- There are 31 Primary Health Networks (PHNs) across Australia.
- PHNs are independent organisations that coordinate primary health care in their region.
- PHNs are government funded and are free. Visa holders can use these services for free.

[Find your local Primary Health Network here.](#)

What services do PHNs provide?

PHNs provide services based on the needs of their community. Give them a call to find out what's on offer in your area. You could ask if they run these programs:

Life coaching for individuals & small business owners/sole traders

New Access Coaching (www.beyondblue.org.au/get-support/newaccess)

Free coaching service for people who are not using a mental health service but may be experiencing anxiety and/or depression. Coaches can work with people who may be feeling unhappy, angry, stressed or unable to concentrate due to life pressures. At the first appointment a coach will work with you to identify needs, set practical goals and develop a tailored program.

Short-term therapy for people on low incomes

Psychological Support Service (PSS) program

Free short-term psychological support for people on low incomes, including people without Medicare. (For those with an individual income below \$55,000 or family income below \$130,000)

Short-term therapy for people who have attempted suicide or are thinking of harming themselves

Suicide Prevention Support Service (PSS - SPS)

12 individual sessions within a 2-month period for people living in the community for people who have attempted suicide or are thinking of harming themselves.

Psychosocial support for people outside the NDIS

National Psychosocial Support (NPS) program

Psychosocial support from a mental health or peer worker for people with a significant mental illness and reduced psychosocial skills, who are not receiving psychosocial supports through the National Disability Insurance Scheme (NDIS).

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Mental Health

24-Hour Help Lines

Organisation	Service	Description	Contact Information/Hours
NSW Mental Health Line	Helpline	A mental health professional will answer your call about mental health concerns for you or someone you are concerned about, including children, teens, adults, and older people.	<u>1800 011 51</u> 24 hours a day 7 Days a week

NSW Peer Support – Workforce Training & Resources

Organisation	Service	Description	Contact Information/Hours
Mental Health Coordinating Council (MHCC)	Certificate IV in Mental Health Peer Work	This qualification builds on the knowledge of workers who have lived experience of mental health conditions (as a consumer or carer) to train as a Peer Worker. The Fast Track Cert IV is for people already working as peer who want formal recognition of their skills.	Website
Mental Health Coordinating Council (MHCC)	Safe Storytelling	This half-day workshop will improve the skills of people who use their lived experience in service provision.	Website
One Door	Training & roles as Peer Educators	One Door offers training on a broad range mental health topics. During the workshops, trained Peer Educators share their lived experience. Participants frequently give feedback that hearing people's stories is the most moving and insightful part of the course.	Website

Other Services

Deinstitutionalisation Support

Organisation	Service	Description	Contact Information/Hours
Women's Justice Network	Youth & adult mentoring	A grassroots community organisation committed to advancing the prospects and wellbeing of women and female youth affected by the criminal justice system. They offer youth and adult mentoring programs.	Website <u>(02) 8011 0699</u>

Disability

Organisation	Service	Description	Contact Information/Hours
Embark (ICLA)	Information & hands-on support	Embark provides direct support to people in Sydney experiencing homelessness & mental illness to access the NDIS.	Website Support Brochure <u>(02) 9281 3338</u> 9am - 5pm (AEST) Monday - Friday

Domestic Violence

Organisation	Service	Description	Contact Information/Hours
The Domestic Violence Line	Free professional support: <ul style="list-style-type: none"> ○ Crisis telephone line ○ Referral 	NSW state-wide telephone crisis counselling and referral service for women. Female counsellors can help you get in contact with police, legal help, hospital care, family support, obtaining an AVO, developing a safety plan and finding emergency accommodation.	Website 1800 65 64 63 Available 24/7
Victims Access Line (VAL)	Free support: <ul style="list-style-type: none"> ○ Counselling ○ Financial support 	A single-entry point for victims of crime in NSW to access services including counselling and financial support.	Website Victims Access Line 1800 633 063 Aboriginal Contact 1800 019 123 9.00am - 5.00pm Monday – Friday

Grief & Childhood Trauma

Organisation	Service	Description	Contact Information/Hours
Blue Knot Foundation	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online assistance to find referrals & information. ○ Referral database 	Blue Knot counsellors provide empathetic, informative, and empowering support for adult survivors of childhood trauma and abuse, including referrals to specialised healthcare providers or support with redress applications.	Website 1300 657 380 9am - 5pm (AEST) Monday - Sunday
GriefLine	Free counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online chat/video ○ Text 	Offering confidential support to people experiencing grief, loss and/or trauma. Calls can be one-off, or part of a 6-8 session program. Their counselling also provides early intervention and prevention of mental health difficulties which may compound a person's experience of grief, loss and trauma.	Website 1300 845 745 Available 24/7
National Centre for Childhood Grief	Free counselling: <ul style="list-style-type: none"> ○ Telephone ○ Online ○ Support groups (3-18 & 18-25 years) 	NCCG programs provide a safe environment where bereaved children and their families can be encouraged to share their experiences. This process enables bereaved children to learn how to integrate grief into their everyday lives.	Website 1300 654 556 9am - 5pm (AEST) Monday - Sunday
National Association for Loss & Grief (NSW)	Free trained volunteer counselling: <ul style="list-style-type: none"> ○ Telephone ○ Support Groups ○ Training 	In addition to phone support NALG runs the Blue Healers program that teaches coping strategies to people experiencing mild to moderate depression, anxiety and stress.	Website (02) 6882 9222

Homelessness/Housing/Tenants

Organisation	Service	Description	Contact Information/Hours
Link2home Info Line	Telephone information, assessment & referral	A state-wide telephone service providing information, assessment and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are homeless or at risk of homelessness.	Website 1800 152 152 Available 24/7 link2home@facs.nsw.gov.au
Sydney Homeless Connect Guidebook 2019	Information	A pocket-sized booklet listing services and organisations that could be useful to you if you're homeless or at risk of homelessness.	Website
Tenants Union of NSW	Free professional telephone advice, information & advocacy	Information and advice for people renting privately, plus boarders, lodgers, public and community housing tenants.	Website 1800 251 101

LBGTIQA+ Services

Organisation	Service	Description	Contact Information/Hours
Twenty10	Free Service	Works with young people 12-25 who are lesbian, gay, bisexual, transgender and gender diverse, intersex, questioning, queer, asexual and more, LGBTIQA+ people and others of diverse genders and sexualities, their families and communities. Provide Services for Transitional Accommodation, Primary health, Mental Health, Sexual health, Case work / Counselling GLBTIQ Legal.	Website <u>02 8594 9555</u> info@twenty10.org.au
Gender Centre	Free professional support: <ul style="list-style-type: none"> ○ Counselling ○ Housing ○ Social support ○ Youth ○ Education & training 	The Gender Centre is committed to developing and providing services and activities which enhance the ability of people with gender issues to make informed choices.	Website <u>9569 2366</u>
The Safe Relationships Project	Free court assistance and other support for people experiencing domestic violence	Support throughout NSW for people who are gay, lesbian or bisexual; people who are transgender; and people who are inter-sex and are experiencing or escaping an abusive relationship. Provided by the Inner City Legal Centre.	Website <u>1800 244 481</u> 9am - 5pm (AEST) Monday - Friday srp@iclc.org.au
ACON	Free professional counselling: <ul style="list-style-type: none"> ○ Telephone ○ Support Groups 	Help for LGBTI people and people with HIV take control of their mental health by providing a range of counselling services and a care coordination program for people with complex needs.	Website Contact Information

Multicultural & Refugee Services

Organisation	Service	Description	Contact Information/Hours
Embrace Multicultural Mental Health	Referral & Information	A directory of national and state mental health services in a range of languages	Website
Asylum Seekers Centre	Free professional support: <ul style="list-style-type: none"> ○ Health Clinic ○ Accommodation ○ Employment ○ Support groups 	The ASC offers a range of services including a free Health Clinic plus accommodation, employment, nutrition and social support	Website <u>(02) 9078 1900</u> 9am - 4pm, Monday - Friday
Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTS)	Free professional support: <ul style="list-style-type: none"> ○ Counselling ○ Physiotherapy ○ Support groups 	STARTTS provides specialist refugee trauma counselling plus physiotherapy, acupuncture, a nutritionist, social support groups, youth camps and more. They have branch offices throughout NSW. Call head office to find the closest to you.	Website <u>(02) 9646 6700</u>
Transcultural Mental Health Centre	Free professional counselling	Their <u>Clinical Consultation and Assessment Service</u> provides free services to people from culturally and linguistically diverse communities experiencing a mental health issue.	Website <u>1800 648 911</u> 8.30am - 5pm Monday - Friday

Parents/Guardians/Carers

Organisation	Service	Description	Contact Information/Hours
Parentline NSW	Free professional support: <ul style="list-style-type: none"> ○ Telephone ○ Online chat ○ Email 	Counselling and support for parents & carers.	Website 1300 1300 52 9am - 9pm Monday - Friday 4pm-9pm Saturday – Sunday

Senior Citizens

Organisation	Service	Description	Contact Information/Hours
Active & Healthy	Directory of exercise programs for seniors (free & paid)	The <i>Active & Healthy</i> website can help you find an exercise program in your local area and provides information and tools that can assist you to increase your physical activity.	Website
Wesley School for Seniors	Professionally taught courses: <ul style="list-style-type: none"> ○ Online ○ In-person (CBD, Sylvania & Carlingford) 	<p>Wesley School for Seniors offers learning opportunities for people over 55 years old to help learn new skills and socialise. Over 90 courses on offer, with different levels of learning from beginner to advanced. Cost: 1-3 courses \$50, 4 courses \$60, 5 courses \$70.</p> <p>Course examples include: Yoga, Guitar, Languages, Art, Literature.</p>	Website

Youth Services

Organisation	Service	Description	Contact Information/Hours
Flourish Australia, Young People Outreach program (YPOP)	Flourish centres are located across NSW	Pre-pandemic, self-isolation was something YPOP encouraged young people to move beyond, but the option of remote access now has its place. They also offer support with daily life, housing, employment and skills development.	<u>1300 779 270</u> Website (scroll down)